

Community Relations Commission Office

Department Description

In 1990, the Community Relations Commission (CRC) was established to help convene and facilitate discussions with civic leaders, business leaders, citizens and elected officials on issues of ethnic, racial and cultural diversity. The CRC is committed to creating connections between the neighborhoods of Columbus and all of our residents. Through the work of the CRC, our vision of “Building a Community For All” can become a reality.

Department Mission

The mission of the CRC is to provide leadership to the people of Columbus by educating citizens about diversity, identifying and resolving community tensions and eliminating racism/discrimination.

Strategic Priorities for 2009

From the Columbus Covenant:

Neighborhoods

- Continue to work with area commissions on conflict resolution within various communities, provide technical training, and offer additional support as requested.
- Implement phase three of the Mayor’s New Americans initiative with a focus on integrating immigrant and refugee families into the community. This initiative will include orientation classes, distribution of civic guides and assistance with citizenship preparation.

Economic Development and Technology

- Continue to respond to requests for training and technical assistance on diversity, cultural awareness, civil rights compliance, changing demographics, non-discrimination practices and cultural sensitivity.
- Work in conjunction with EBOCO to build economic capacity within the refugee and immigrant communities.

Safety

- Improve residents’ general knowledge and awareness of safety forces operations and procedures, resulting in enhanced relationships and understanding between the community and safety forces.

Education

- Continue to provide public forums on key issues facing our community. These forums will educate the citizenry and allow critical community input and interactive participation. These programs will be televised and community reaction will be monitored.

Peak Performance

- Continue to update and enhance the complaint tracking program, which tracks the CRC staff's performance on complaints and neighborhood issues and events. The database offers a real time status on each charge and complaint initiated through the complaint system.
- The CRC will continue to provide cultural sensitivity training to all city departments.

2009 Budget Notes

- Funding for the New Americans Initiative continues in 2009, to assist with the assimilation of new Americans arriving in Columbus from other countries. Services will include translation and interpretation services as well as training for police and fire personnel, although at a reduced level. The effect of budget reductions in the New Americans Initiative will be a 10 percent loss of funding for services. In 2008, services funding was used for planning, translation and interpretation, coordination, consultation, training and case management services.
- One less position is funded in 2009 than in 2008.

Budget and Performance Measure Summary

COMMUNITY RELATIONS COMMISSION FINANCIAL SUMMARY					
DIVISION SUMMARY	2006 Actual	2007 Actual	2008 Original Appropriation	2008 Estimated Expenditures	2009 Proposed
Community Relations	\$ 881,645	\$ 1,063,927	\$ 860,240	\$ 886,726	\$ 725,305
TOTAL	\$ 881,645	\$ 1,063,927	\$ 860,240	\$ 886,726	\$ 725,305

NOTE: For the general fund, 2008 and 2009 budget figures, unlike in preceding years, do not include technology expenditures, which are budgeted in Finance and Management. For an adjusted historical comparison, see page 26-9.

COMMUNITY RELATIONS COMMISSION SUMMARY BY CHARACTER					
COMMUNITY RELATIONS EXPENDITURES SUMMARY	2006 Actual	2007 Actual	2008 Original Appropriation	2008 Estimated Expenditures	2009 Proposed
Personnel	\$ 696,300	\$ 725,032	\$ 703,960	\$ 732,755	\$ 613,631
Materials & Supplies	12,482	7,996	6,194	4,298	4,194
Services	172,863	330,898	150,086	149,673	107,480
TOTAL	\$ 881,645	\$ 1,063,927	\$ 860,240	\$ 886,726	\$ 725,305

COMMUNITY RELATIONS COMMISSION SUMMARY BY FUND					
FUND SUMMARY	2006 Actual	2007 Actual	2008 Original Appropriation	2008 Estimated Expenditures	2009 Proposed
General	\$ 881,645	\$ 1,063,927	\$ 860,240	\$ 886,726	\$ 725,305
TOTAL	\$ 881,645	\$ 1,063,927	\$ 860,240	\$ 886,726	\$ 725,305

COMMUNITY RELATIONS COMMISSION PERSONNEL SUMMARY					
DIVISION	FT/PT	2006 Actual	2007 Actual	2008 Budgeted	2009 Budgeted
Community Relations	FT	8	8	8	7
	PT	0	0	0	0
TOTAL		8	8	8	7
*FT=Full-Time PT=Part-Time					

**2009 Operating Budget
Community Relations Commission**

Program	Mission	<u>Financial History by Program</u>				<u>Personnel by Program</u>			
		2006 Budget	2007 Budget	2008 Budget	2009 Proposed	2006 FTEs	2007 FTEs	2008 FTEs	2009 FTEs
Community Relations Office	To provide leadership to the people of Columbus by educating citizens about cultural diversity, identifying and resolving community tensions, and eliminating racism/discrimination through training and awareness programs.	\$ 601,684	\$ 751,915	\$ 617,661	\$ 520,243	6	6	6	5
Special Events	To promote cultural diversity, awareness and education through CRC sponsored public events.	\$ 60,591	\$ 90,591	\$ 32,811	\$ 13,271	0	0	0	0
New Americans Initiative	To provide coordination and resources to the city, county, state and community in a culturally sensitive manner, and to address those needs of our growing immigrant and refugee population by maximizing the affect of existing services in the City of Columbus and Franklin County.	\$ 191,951	\$ 219,019	\$ 209,768	\$ 191,791	2	2	2	2
		\$ 854,226	\$ 1,061,525	\$ 860,240	\$ 725,305	8	8	8	7

NOTE: The general fund 2008 and 2009 budget figures, unlike in preceding years, do not include technology expenditures, which are budgeted in Finance and Management. For an adjusted historical comparison, see page 26-9. Some program data will not match department summary data due to differences in data being reported (i.e., budgeted versus actual). This is compounded in cases of departmental reorganizations during the timeframe.

2009 Operating Budget
Community Relations Commission

Performance History by Program

Program	Measure	Performance History by Program			
		2006	2007	2008 Mid-Year	2009 Target
Community Relations	% community relations complaints resolved within 7 days of complaint	61%	86%	96%	60%
	# community outreach contacts	14,578	46,556	160	6,000
	# service requests handled per community relations staff person	145	168	216	150
Civil Rights	% Formal Discrimination Complaints resolved	2%	2%	53%	50%
	% discrimination Formal Complaints filed	3%	11%	4%	20%
	# discrimination complaints remaining open	14	25	40	75
Special Events	% special event participants surveyed reporting increased knowledge of own or other cultures	n/a	n/a	n/a	90%
	% participants surveyed that rate event as being good or excellent	n/a	n/a	98%	90%
	% participants who are connected with a service within 7 days after requesting service	n/a	n/a	100%	85%
New Americans	# participants trained per New Americans training held	n/a	n/a	50	40
	% training participants rating training as good or excellent	n/a	n/a	100%	90%
	% event participants rating event as good or excellent	n/a	n/a	100%	90%